

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like Golf for youth.

**installationId**    17   

**Patron Group**   

**Hear About MWR**   

**Music**   

**Golf Most Prefer**   

**Golf Least Prefer**   

**Bowl Most Prefer**   

**Bowl Least Prefer**   

**Child Care Prog**   

**ACS Concerns**   

**Overall Comment**

none

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

The ITR office here is the worst I have seen. They offer many trips, but do not provide quality services. I participated in thier 'Romantic Valentines Day Venice Canal diner and cruise'. The trip was supposed to be a romantic cruise and candlelit dinner on the Venice Canal. They packed so many people on that we were unable to move, the windows fogged over and we could not see outside the ship, and the food was terrible. They were supposed to Dock at Saint Mark's square, and instead docked somewhere away from there and told us we had 30 minutes to return to the ship before it left, giving no directions to the square. All in all, it was a horrible evening at the cost of \$250 for my husband and I. It would have been a good cruise with half the people, but obviously the bottom line for ITR was profits and not quality service for soldiers.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I currently have a 3 year old daughter, and about to have my second child in August. There is almost nothing to do on post for a 3 year old or younger. My wife and daughter can't do any ceramics class, there is no gym class, swimming class, only one playground. I would like more things offered for toddlers.

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

punk

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

I do not purchase any bowling equipment.

**Bowl Least Prefer**

same as above

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I would like to see free-fall instructors and programs available.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

There needs to be more activities for the children. We moved from Heidelberg, Germany last year and we have been very disappointed with the post here. For instance, soccer is once a year here vs. Heidelberg - 2x's a year. They have a Kids Zone which is great for kids to blow off steam or just to have a birthday party at. We need a better restaruant and better job opportunites.



**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Would like to see more adventure based outdoor recreation trips and a command empahsis on allowing soldiers time/access to particapte in these activities. This would help promote a stronger command climate as well as allowing soldiers and their families to participate in community based activities and increase thier fitness and outdoor pursuits.

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

CONFIDENTIALITY IS LACKING

**Overall Comment**

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

industrial

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

i dont buy

**Bowl Least Prefer**

i dont buy

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

**installationId**

17

Vicenza, Italy

**Patron Group**

Active Duty

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am very pleased with the programs offered, however I would like to see more opportunities for camping and hiking.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

It's difficult to utilize the MWR programs because of the constant shifting from one location to another, remodeling, closures, changes in hours, and poor service. I have been in Vicenza for nearly eight years. I am frustrated with facilities that close for no reason, senseless remodeling, limited hours, and difficulty in administering programs. The UTEP service is a case in point. Bills are late arriving, posting of payments can be 30 - 60 days delayed and most recently the entire telephone system went under, requiring everyone to change telephone numbers and reconnect to the system. The outdoor pool at the Ederle Inn was closed all last summer because they discovered the pool leaked when they started to fill it. Since the pool itself is only three years old, it seems pretty poorly planned. The food court has been remodeled extensively four times since I arrived, the barber shops seem to change locations two or three times a year. Vendors locations change without notice or understandable reason and before six thirty in the morning or after nine o'clock at night you can't find a place to get anything to eat. With all this I LIKE LIVING HERE. I just don't depend on MWR to provide continuity to my life.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

### Overall Comment

A comment was made to me by several single Soldiers that the MWR club on post (Joe Dugans, Club V) aren't worth visiting. I can agree because of poor service, dingy interiors, boring programs. The post theater has difficulites with keeping the film in focus, and people send their teenagers to get rid of them. Theater management has a tendency to ignore the teens who congregate in the aisles, talk on their cell phone, and bother the rest of us. They also sneak in through the side door, bringing alcohol with them.

There are NO trips solely for adults. I know of at least six couples who don't have children and we arrange our own trips because we don't want to be bothered by screaming children on a bus.

All too often, activities or events are thought of by a high-level officer's wife...who apparently thinks everyone is interested in her personal events. Then MWR takes the hit for low attendance.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

As you can see by this survey I rarely use any on post MWR facilities, however, I see soldiers and civilians that DO use them everyday. The overall program for Caserma Ederle is GREAT!! The programs support both the single soldiers/civilians as well as the married soldiers/civilians with children. They are a MUST for folks just coming to Italy. Don't change a thing and keep up the great support for our soldiers and civilians serving overseas. Thank you.

**installationId**

17

Vicenza, Italy

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I feel a movie theatre on base would gratly increase morale.



**installationId**

17

Vicenza, Italy

**Patron Group**

Civilian

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

Do not purchase equipment

N/A

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

One of the changes I noticed since I have been here is the closing of the Golden Lion for command and group functions. This was a great place to have group parties. We are now forced to have our gatherings off post, and renting any room off post is very costly!

*installationId*

17

Vicenza, Italy

*Patron Group*

Spouse

*Hear About MWR*

*Music*

*Golf Most Prefer*

*Golf Least Prefer*

*Bowl Most Prefer*

*Bowl Least Prefer*

*Child Care Prog*

*ACS Concerns*

*Overall Comment*

I would like to see more child high-chairs with working straps at MWR facilities and events.

**installationId**

**Patron Group**

**Hear About MWR**

**Music**

**Golf Most Prefer**

**Golf Least Prefer**

**Bowl Most Prefer**

**Bowl Least Prefer**

**Child Care Prog**

**ACS Concerns**

**Overall Comment**

I am fairly happy with the MWR services here at Caserma Ederle. The only thing I would like to see more of is shorter, one-day trips through ITR. I do not wish to participate in trips that begin at 6am and last until 11pm. I took a trip last fall from 1pm to 7pm, which was wonderful. Shorter trips to areas nearer to post would be great! Thank you!